

## SCDHSC0383

# Support individuals to move into new living environments



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### Overview

This standard identifies the requirements when supporting individuals to move and settle into new living environments. This includes preparing individuals to move, supporting them to settle and then working with them to review the impact of their new environment on their well being

### Performance criteria

*You must be able to:*

#### Support individuals to prepare to move into new living environments

- P1 support the **individual** and **key people** to **communicate** their views and feelings about leaving their current living arrangements and moving into a **new living environment**
- P2 support the individual and key people to plan the stages of the move and ways to enable these to happen as smoothly as possible
- P3 provide the individual and key people with information about the new living environment in understandable and accessible formats
- P4 support the individual to reflect on the impact the move is likely to have on them and their personal relationships
- P5 support the individual to address any feelings of loss and any impact on their identity or self-esteem arising from the change
- P6 support the individual to identify any **risks** associated with the move
- P7 support the individual to recognise the personal strengths and resources they have that will help them deal with and adapt to the change
- P8 work with the individual, key people and **others** to organise preparatory visits to the new living environment
- P9 work with the individual, key people and those within the new environment to plan the move, ensuring that this takes account of the anticipated stages and the individual's preferences and needs
- P10 work with the individual, key people and others to ensure that any legal and statutory requirements are met

#### Support individuals to settle into their new living environment

*You must be able to:*

- P11 work with the individual to agree their priorities and preferences for settling into the new living environment
- P12 support the individual to familiarise themselves with the new environment and the daily living arrangements there
- P13 support the individual to communicate approaches or activities that could help them adjust to living with other people in the new living environment
- P14 support key people to remain involved in the life of the individual as much as possible
- P15 support the individual to participate in health, social, cultural and spiritual activities in the new environment that suit their preferences and needs
- P16 work with the individual and key people to make adjustments that will help make the individual more comfortable in the new environment

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- P17 agree with the individual and key people how they can raise any issues and concerns they have about the move or its impact
- P18 work with key people to address any specific needs they themselves may have arising from the individual's move

#### **Support individuals to review the impact of their new environment on their well-being**

*You must be able to:*

- P19 agree with the individual and key people how the impact of the new environment on the individual's well-being will be reviewed
- P20 support the individual and key people to identify where there have been positive changes in the individual's well-being and where there are concerns
- P21 support the individual, key people and others to agree what needs to happen to ensure that gains in the well-being of the individual are maintained
- P22 support the individual and key people to plan ways to deal with problems identified
- P23 support the individual and key people to agree any additional resources, facilities and support that are required
- P24 where it is concluded that the new environment is unsuitable for the individual, contribute to initiating plans for alternative arrangements
- P25 complete records and reports about the processes and outcomes of the review in accordance with legal and work setting requirements

### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### Your practice

*You need to know and understand:*

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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### Theory

*You need to know and understand:*

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

*You need to know and understand:*

### Personal and professional development

- K23 principles of reflective practice and why it is important

### Communication

*You need to know and understand:*

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

*You need to know and understand:*

### Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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#### Specific to this NOS

*You need to know and understand:*

- K35 how to access records and information on the needs, views and preferences of individuals and key people regarding living arrangements
- K36 how and where to access information and support that can inform your practice when preparing and supporting individuals to move and settle into new living environments
- K37 how you can access and evaluate information on new living environments
- K38 how power and influence can be used and abused when supporting individuals to move and settle into new living environments
- K39 actions and conditions that might enhance and inhibit the individual's ability to manage and cope with the change
- K40 methods of supporting individuals to understand how their change of living environments is likely to impact on their lives and those of key people
- K41 methods of promoting individuals' strengths and those in their networks as key resources for smooth transitions between living environments
- K42 methods of supporting individuals when changes are forced upon them
- K43 methods of planning, monitoring, review and evaluation that are participative
- K44 ways of supporting individuals to evaluate what they gain and what they lose in their new living environment

### Additional Information

#### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply: they are not to be regarded as range statements required for achievement of the NOS

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication

The **individual** is the adult, child or young person you support or care for in your work

**Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

**New living environment** might include moving from home to hospital, residential care, sheltered or other accommodation; ward to ward; hospital to home, residential care, sheltered or other accommodation; homelessness to living accommodation, e.g. housing, hostels, hotels

**Others** are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage or destruction to the environment and goods; the possibility of injury and harm to people

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#### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply: they are not to be regarded as range statements required for achievement of the NOS

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

#### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves



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